

REASON WHY?

The clinic site team is responsible safe and effective movement of patients around the hospital to help with the provision of space for patients presenting into our emergency areas that require to be admitted. Since the introduction of the discharge lounges across the two sites, this has helped with flow by enabling earlier discharges from inpatient wards to await their ultimate discharge from the hospital. To support the discharge lounge keep track of their patients' discharge journey, they have been using a manual "Production Board". As this is not an electronic board, clinical site colleagues are unable to view, which results in many telephone calls to the discharge lounge to understand the situation. Additionally, the operations teams also interrupt colleagues in the discharge lounge, due to having to telephone for regular updates.

PLAN

The plan was to test out the use of an excel spreadsheet that could be updated by the Discharge Lounge and Clinic Site team, that was accessible to all that needed to have access to the information.

The spreadsheet would be accessed via a Microsoft Teams channel, which allows colleagues to access and update simultaneously.

The initial trial was planned to take place at RSH only, with a view of rolling out to PRH if successful

RSH Discharge Lounge Tracker									
Patient Name	Location	Ward	Room	Patient Handover	Discharge Pathway	Bed in	Discharge Time	Time of Discharge	Time of Arrival
Patient 1	A1	12123	28	Care Home - out of town	Yes	08:45	08:45	08:45	08:45
Patient 2	042	12123	37	Lodges	Yes	07:30	07:30	07:30	07:30
Patient 3	05	12123	24	Home to PRH	Yes	08:00	08:00	08:00	08:00

id	Handover done to placement?	D/C letter completed	NOK aware of D/C?	Type of transport	Transport reference no.	Transport made ready?
1	Yes	No	Yes	2PC	12341234	No
2	Yes	Yes	Yes	Stretcher	12341234	Yes
3	N/A	No	Yes	Family	See 3 pm	N/A

DO

Initially, it was difficult to test out the spreadsheet due to the Discharge Lounge being "bedded down". Additionally, not all colleagues were able to access or update the spreadsheet in flow.

This was quickly overcome and the first week was utilised to enable colleagues adapt to using the spreadsheet regularly, rather than the reliance on a static Production Board. Positive feedback was provided on its use, with minor adaptations made during the test of change.

It was identified during the trial period that Bank Staff colleagues could not utilise the process due to access issues. This would have a highly negative impact if solely staffed by Bank Staff.

Additionally, Pharmacy colleagues were added to the process so they could expedite the provision of medication.

SMART AIM

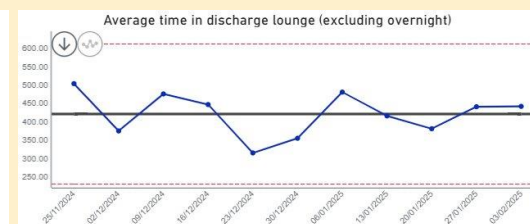
Increase utilisation of discharge lounge by ensuring maximum capacity throughout the day and reduced time in the discharge lounge by 16th December 2024

STUDY

The introduction of a spreadsheet as an electronic "Production Board" proved highly successful with positive feedback from all colleagues on its utility.

The quantity of transfers to the discharge lounge has maintained normal variation throughout the testing phase, however, since the introduction of the spreadsheet, a decrease in the time spent in the discharge lounge has been noted, but it is too early to correlate this specifically to the use of the Production Board, as it coincides with a reduction in transfers to the lounge.

Feedback has been positive when using the live spreadsheet as it easily supports flow to the Discharge Lounge, as well as reducing duplication of telephone calls, thereby, providing more time to patient support. The Flow coordinator feels it is a "great tool" using colour coding to keep on top of discharge actions.



ACT

Following the initial success of the test of change, it has been agreed to adopt the new process. This will be subsequently rolled out to the PRH site w/c 20th January 2025.

More work will be required to mitigate the risk of Bank colleagues